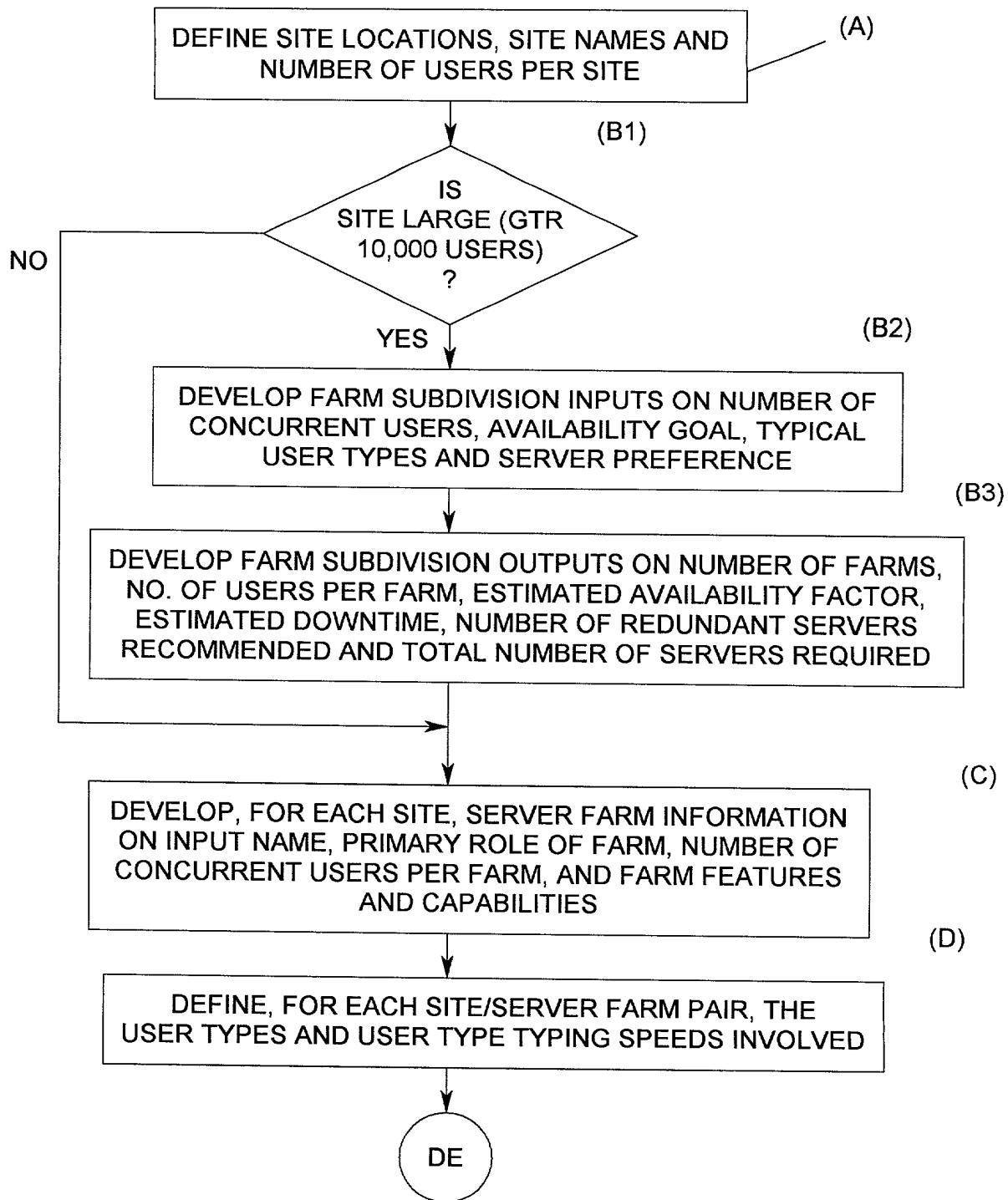
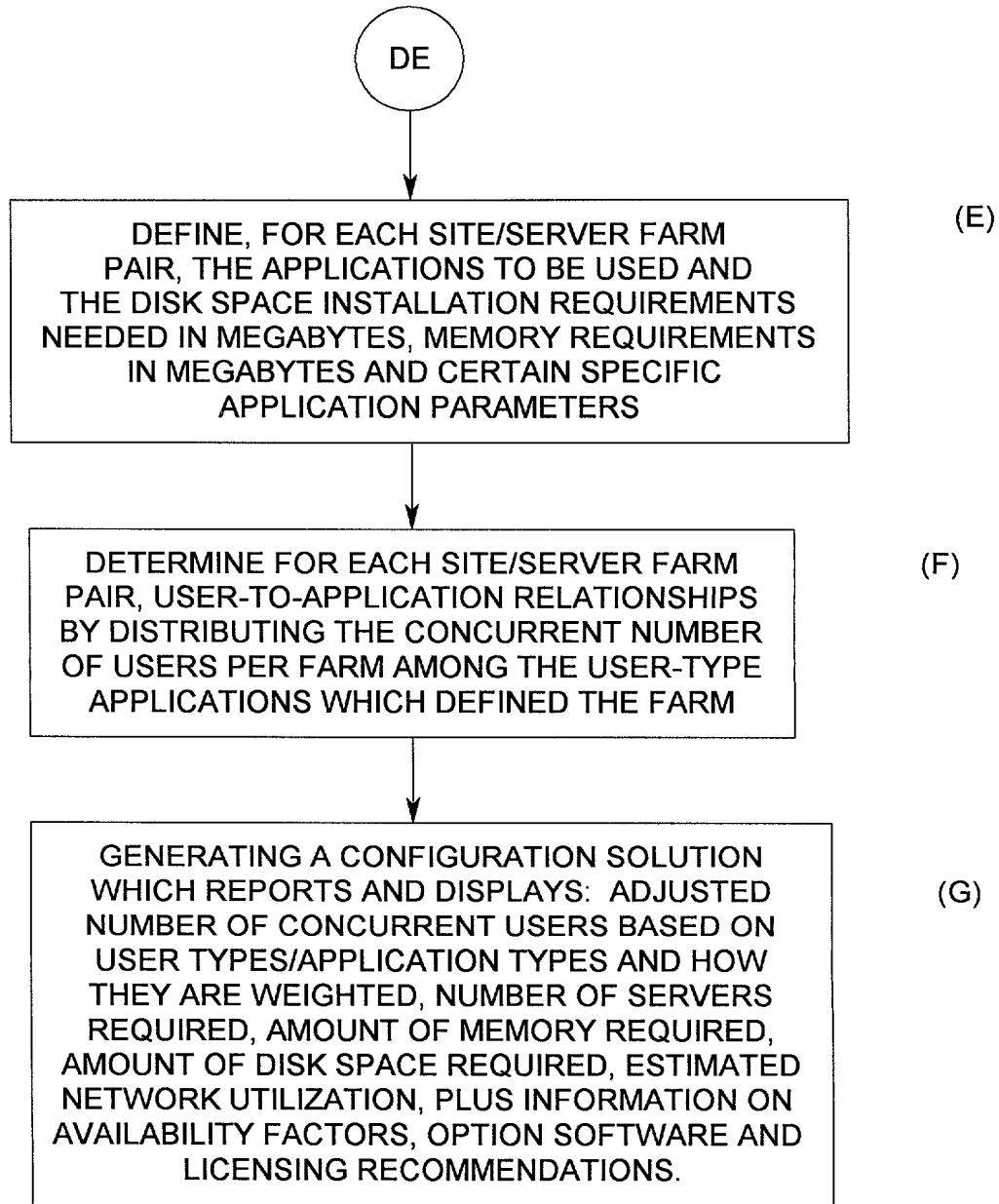


FIG. 1A



**FIG. 1B**



**FIG. 1C**

FIG. 2

SERVER METAFARM 8

SERVER FARM 10A, ..., 10B, 10C, ...

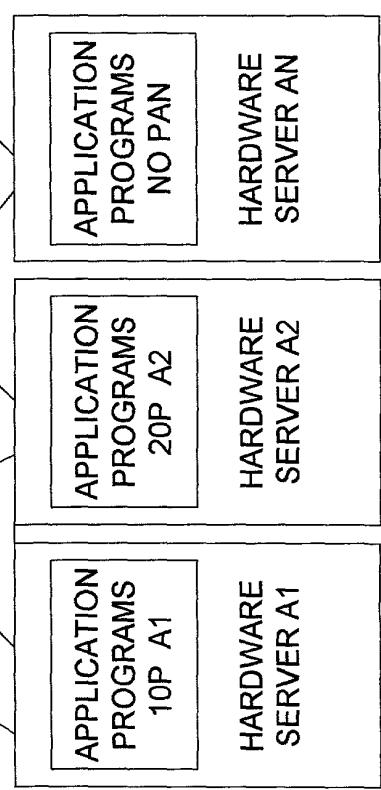
DATABASE SERVER 1



AN

A2

A1



SERVER FARM K 10K

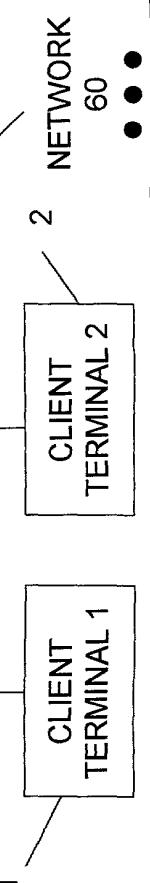
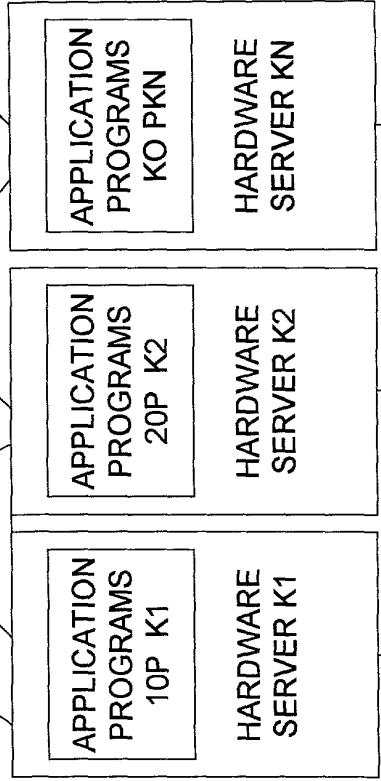
DATABASE SERVER K



KN

K2

K1



CLIENT TERMINAL L=N<sub>M</sub>

2 NETWORK 60

CLIENT TERMINAL 2

1 CLIENT TERMINAL 1

“E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR”

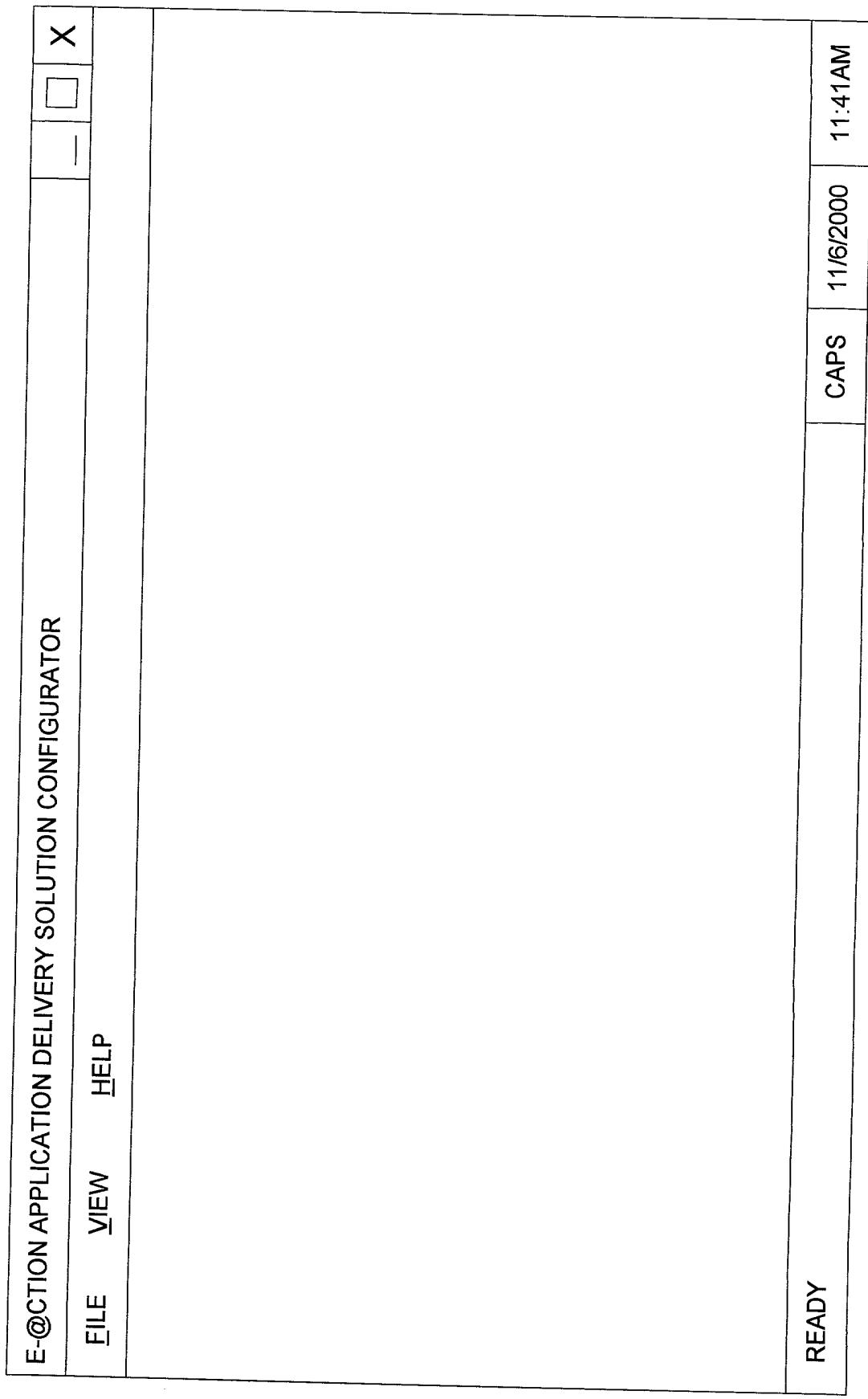


FIG. 3

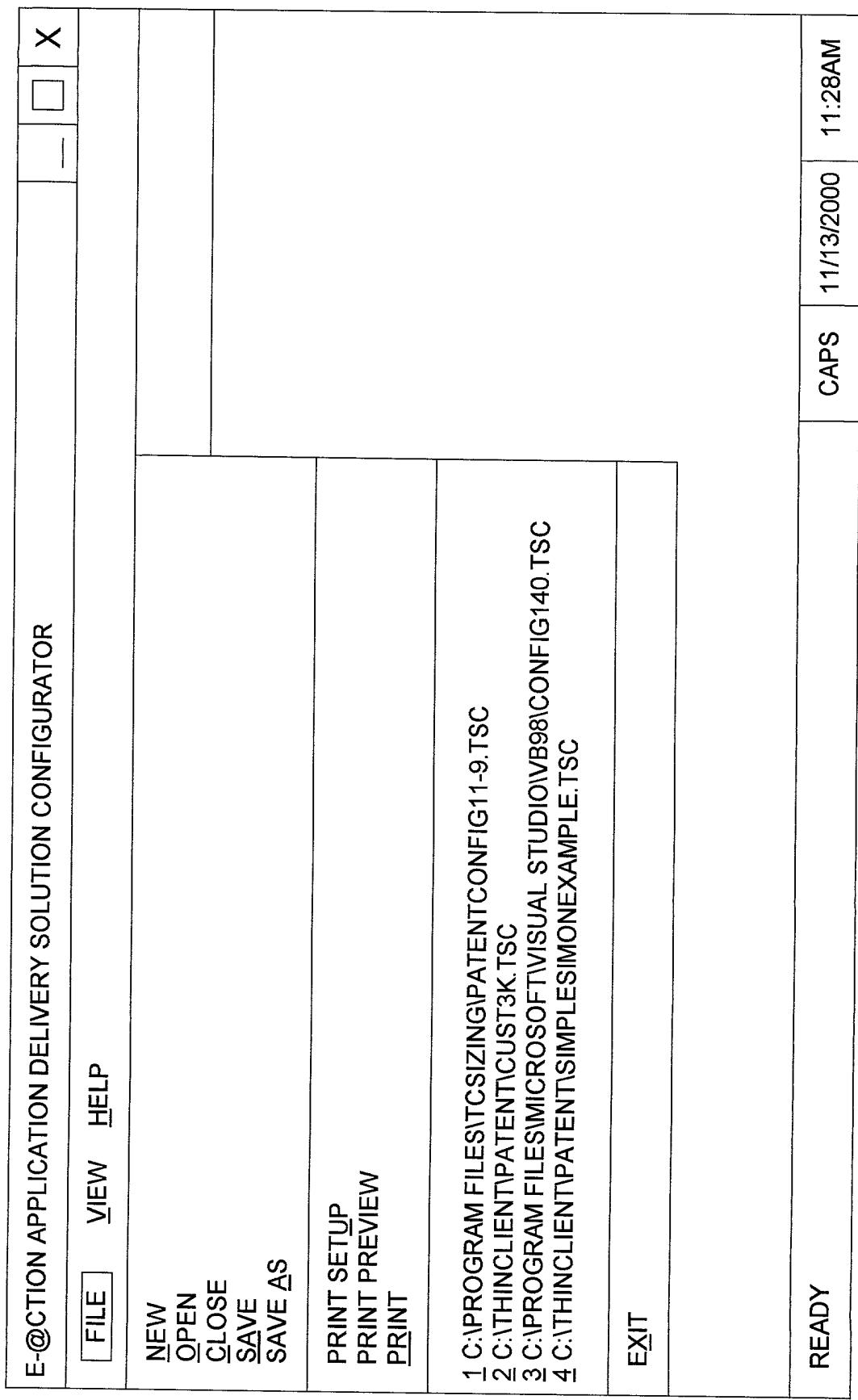


FIG. 3A

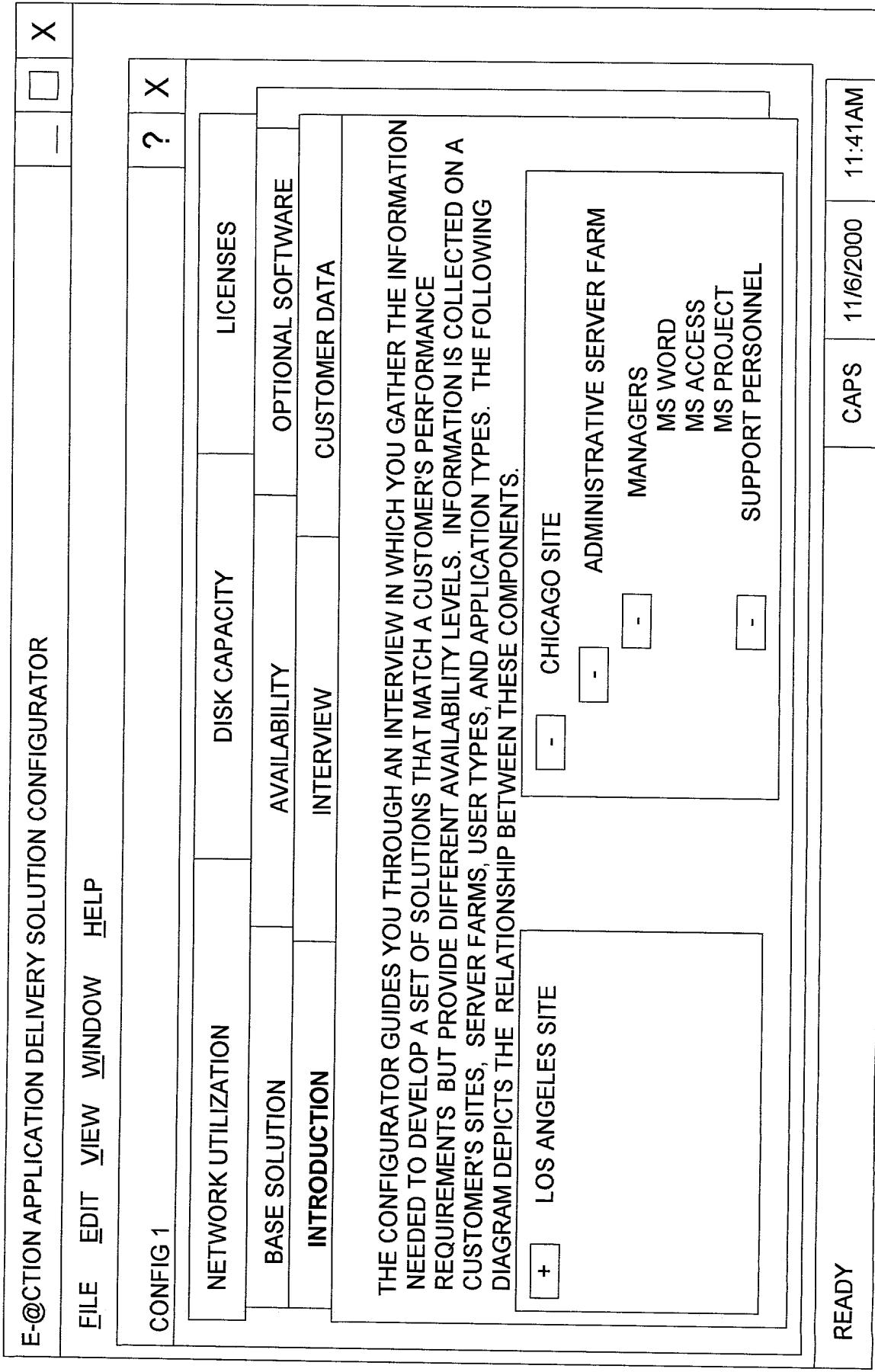


FIG. 4

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		—		X							
FILE	EDIT	VIEW	WINDOW	HELP							
CONFIG 1											
NETWORK UTILIZATION		DISK CAPACITY		?							
BASE SOLUTION		AVAILABILITY		LICENSES							
INTRODUCTION		INTERVIEW		OPTIONAL SOFTWARE							
SIZING WIZARD		CUSTOMER DATA									
<p>INTERVIEW CATEGORIES</p> <table border="1"> <tr> <td><input type="checkbox"/> SITES</td> <td><input type="checkbox"/> SERVER FARMS</td> </tr> <tr> <td><input type="checkbox"/> USER TYPES</td> <td><input type="checkbox"/> APPLICATION TYPES</td> </tr> <tr> <td><input type="checkbox"/> USER TO APPLICATION RELATIONSHIPS</td> <td></td> </tr> </table> <p>YOU WILL BE LED THROUGH A SERIES OF STEPS THAT WILL ALLOW YOU TO DEFINE A CUSTOMER'S SIZING REQUIREMENTS.</p> <p>THE INTERVIEW CATEGORIES THAT HAVE BEEN PREVIOUSLY COMPLETED ARE INDICATED WITH A CHECK NEXT TO THE CATEGORY NAME.</p> <p>IF YOU WISH TO JUMP DIRECTLY TO A SPECIFIC INTERVIEW CATEGORY, CLICK ON THE CATEGORY NAME IN THE BOX TO THE LEFT.</p>						<input type="checkbox"/> SITES	<input type="checkbox"/> SERVER FARMS	<input type="checkbox"/> USER TYPES	<input type="checkbox"/> APPLICATION TYPES	<input type="checkbox"/> USER TO APPLICATION RELATIONSHIPS	
<input type="checkbox"/> SITES	<input type="checkbox"/> SERVER FARMS										
<input type="checkbox"/> USER TYPES	<input type="checkbox"/> APPLICATION TYPES										
<input type="checkbox"/> USER TO APPLICATION RELATIONSHIPS											
<input type="button" value="VIEW"/>		<input type="button" value="&lt;BACK"/> <input type="button" value="NEXT&gt;"/>		<input type="button" value="HELP"/>							
READY				CAPS	11/6/2000 11:41AM						

FIG. 5

FIG. 6

CURRENT CUSTOMER OVERVIEW		?	X
<input type="checkbox"/>	..... CHICAGO SITE		
<input type="checkbox"/>	..... LOS ANGELES SITE		
<input type="checkbox"/>	..... MS OFFICE SERVER FARM		
<input type="checkbox"/>	..... DEVELOPERS		
<input type="checkbox"/>	..... SUPPORT PERSONNEL		
<input type="checkbox"/>	..... PAYROLL SERVER FARM		
<input type="checkbox"/>	..... TELEMARKETING REPS		
		<input type="checkbox"/>	OK

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		<input type="checkbox"/> <input checked="" type="checkbox"/> X													
FILE EDIT VIEW <u>WINDOW</u> HELP		<input type="checkbox"/> ? X													
CONFIG 1															
NETWORK UTILIZATION		DISK CAPACITY													
BASE SOLUTION		AVAILABILITY													
INTRODUCTION		INTERVIEW													
LICENSES															
OPTIONAL SOFTWARE															
CUSTOMER DATA															
SITES															
<p>A SITE IS THE PHYSICAL LOCATION WHERE THE WINDOWS TERMINAL SERVER(S) WILL BE LOCATED SUCH AS LOS ANGELES OR CHICAGO.</p> <p>PLEASE FILL IN THE FOLLOWING INFORMATION FOR EACH OF THE CUSTOMER'S SITES.</p>															
<table border="1"> <thead> <tr> <th></th> <th>SITE NAME</th> <th>LOCATION</th> <th>NO OF USERS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>CHICAGO</td> <td>5550 MAIN STREET</td> <td><input type="checkbox"/> 500</td> </tr> <tr> <td>2</td> <td>LOS ANGELES</td> <td>123 SOUTH BOOKSTONE STREET</td> <td><input type="checkbox"/> 1000</td> </tr> </tbody> </table>					SITE NAME	LOCATION	NO OF USERS	1	CHICAGO	5550 MAIN STREET	<input type="checkbox"/> 500	2	LOS ANGELES	123 SOUTH BOOKSTONE STREET	<input type="checkbox"/> 1000
	SITE NAME	LOCATION	NO OF USERS												
1	CHICAGO	5550 MAIN STREET	<input type="checkbox"/> 500												
2	LOS ANGELES	123 SOUTH BOOKSTONE STREET	<input type="checkbox"/> 1000												
<table border="1"> <tr> <td><input type="checkbox"/> VIEW</td> <td><input type="checkbox"/> &lt;BACK</td> <td><input type="checkbox"/> NEXT&gt;</td> <td><input type="checkbox"/> HELP</td> </tr> </table>				<input type="checkbox"/> VIEW	<input type="checkbox"/> <BACK	<input type="checkbox"/> NEXT>	<input type="checkbox"/> HELP								
<input type="checkbox"/> VIEW	<input type="checkbox"/> <BACK	<input type="checkbox"/> NEXT>	<input type="checkbox"/> HELP												
<table border="1"> <tr> <td>READY</td> <td>CAPS</td> <td>11/6/2000</td> <td>11:41AM</td> </tr> </table>				READY	CAPS	11/6/2000	11:41AM								
READY	CAPS	11/6/2000	11:41AM												

FIG. 7

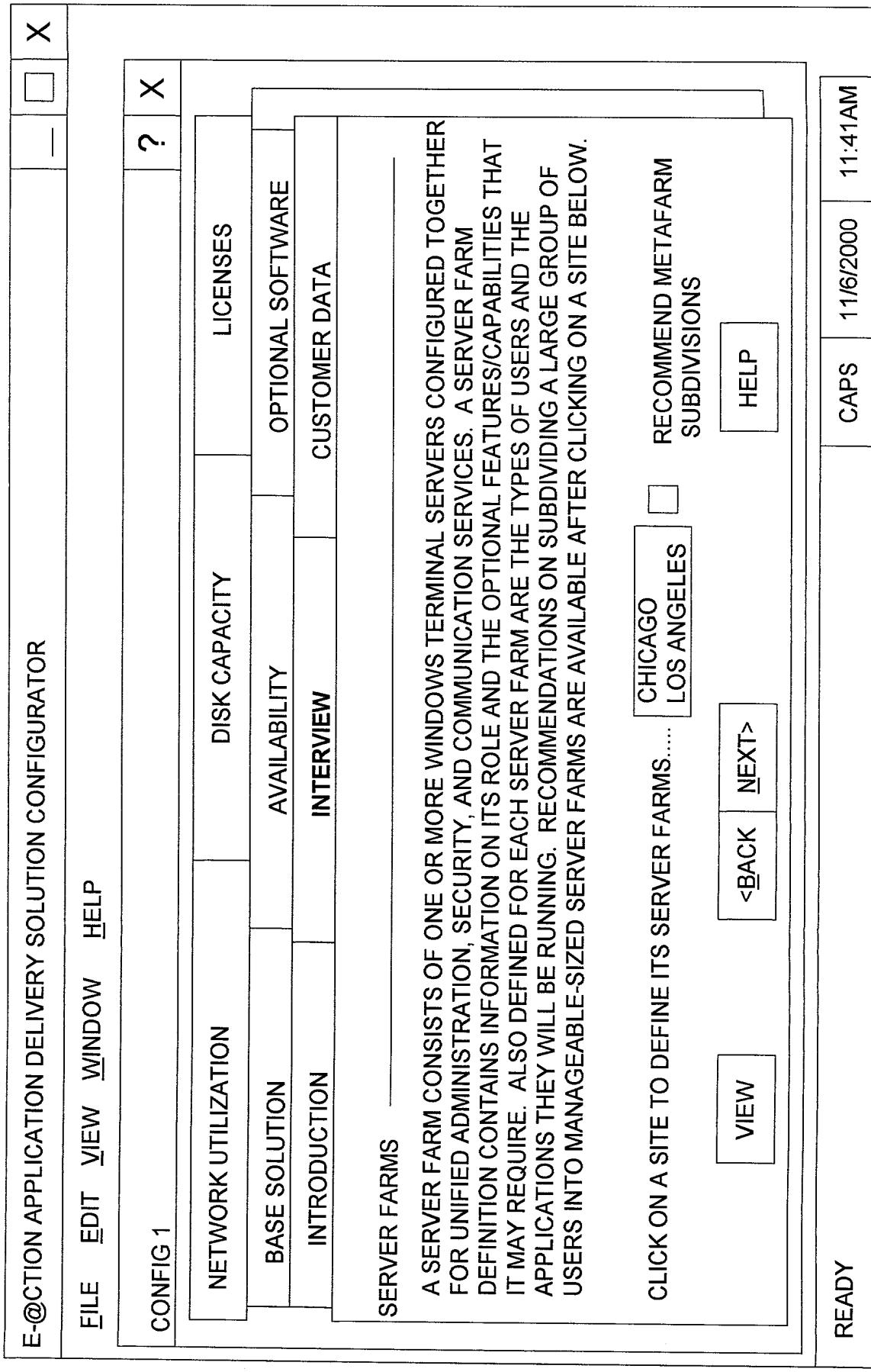


FIG. 8

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		—		<input type="checkbox"/>	X																														
FILE	EDIT	VIEW	WINDOW	HELP																															
<p><b>METAfarm SIZING FOR SITE LOS ANGELES</b></p> <p>THIS PAGE WILL HELP SUBDIVIDE LARGE SITES OR FARMS INTO SMALLER, MANAGEABLE-SIZED FARMS. THESE RECOMMENDATIONS SHOULD BE USED IN THE INTERVIEW PROCESS TO FURTHER DEFINE A CUSTOMER'S CONFIGURATION SIZING REQUIREMENTS.</p>																																			
<p><b>INPUT PARAMETERS</b></p> <table> <tr> <td>TOTAL CONCURRENT USERS</td> <td><input type="text" value="1000"/></td> <td colspan="4">TYPICAL USER</td> </tr> <tr> <td>AVAILABILITY GOAL</td> <td><input type="text" value="99.99"/> ▶</td> <td><input type="radio"/></td> <td colspan="3">SUPER HEAVY (WORST CASE)</td> </tr> <tr> <td>SERVER PREFERENCE</td> <td>ES7000-4X(700 MHZ, W2K) ▶</td> <td><input type="radio"/></td> <td colspan="3">HEAVY</td> </tr> <tr> <td></td> <td></td> <td><input type="radio"/></td> <td colspan="3">MEDIUM</td> </tr> <tr> <td></td> <td></td> <td><input type="radio"/></td> <td colspan="3">LIGHT (BEST CASE)</td> </tr> </table>						TOTAL CONCURRENT USERS	<input type="text" value="1000"/>	TYPICAL USER				AVAILABILITY GOAL	<input type="text" value="99.99"/> ▶	<input type="radio"/>	SUPER HEAVY (WORST CASE)			SERVER PREFERENCE	ES7000-4X(700 MHZ, W2K) ▶	<input type="radio"/>	HEAVY					<input type="radio"/>	MEDIUM					<input type="radio"/>	LIGHT (BEST CASE)		
TOTAL CONCURRENT USERS	<input type="text" value="1000"/>	TYPICAL USER																																	
AVAILABILITY GOAL	<input type="text" value="99.99"/> ▶	<input type="radio"/>	SUPER HEAVY (WORST CASE)																																
SERVER PREFERENCE	ES7000-4X(700 MHZ, W2K) ▶	<input type="radio"/>	HEAVY																																
		<input type="radio"/>	MEDIUM																																
		<input type="radio"/>	LIGHT (BEST CASE)																																
<p><b>READY</b></p> <p><b>RECALCULATE</b> <input type="button" value="OK"/> <input type="button" value="CANCEL"/> <input type="button" value="PRINT"/></p>																																			
		<input type="checkbox"/> CAPS	11/6/2000	11:41AM																															

**FIG. 9A**

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR	
FILE	EDIT
VIEW	WINDOW
HELP	
METAFARM SIZING FOR SITE LOS ANGELES	
FARM SUBDIVISION RECOMMENDATIONS	
NUMBER OF FARMS	1
USERS PER FARM	1000
ESTIMATED AVAILABILITY	99.99179
ESTIMATED DOWNTIME (HRS/YR)	0.72
REDUNDANT PARTITIONS (25%)	2
TOTAL PARTITIONS	10
CLICK OK TO RETURN TO THE INTERVIEW PROCESS WITH THE SELECTED FARM SUBDIVISION RECOMMENDATION MERGED INTO THE INTERVIEW SESSION. THE COLUMN INITIALLY SELECTED REPRESENTS THE CONFIGURATOR'S HIGHEST RECOMMENDATION.	
RECALCULATE	OK
	CANCEL
	PRINT
READY	CAPS
	11/6/2000
	11:41AM

FIG. 9B

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		<input type="checkbox"/> X	
FILE	EDIT	VIEW	WINDOW
HELP			
SERVER FARM FOR LOS ANGELES			
DESCRIPTION		? X	
DESCRIPTION OF THE SERVER FARM			
ENTER OR SELECT SERVER FARM NAME:			
META-SUBFARM001 <input type="checkbox"/> ▶			
RENAME SERVER FARM <input type="checkbox"/> ▶			
DELETE SERVER FARM			
OTHER <input type="checkbox"/> ▶			
PRIMARY ROLE OF THE SERVER FARM:			
CONCURRENT NUMBER OF USERS:			
(I.E. - NUMBER OF USERS ACTIVELY PROCESSING SIMULTANEOUSLY ON THE SERVER FARM)			
1000 <input type="checkbox"/>			
OK		CANCEL <input type="checkbox"/> APPLY <input type="checkbox"/> HELP	
READY		CAPS	11/6/2000 11:41AM

FIG. 10A

E-@ACTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		<input type="button" value="—"/>	<input type="checkbox"/>	X
FILE	EDIT	VIEW	WINDOW	HELP
SERVER FARM FOR LOS ANGELES				
DESCRIPTION		FEATURES/CAPABILITIES		
DESCRIPTION OF THE SERVER FARM				
ENTER OR SELECT SERVER FARM NAME:				
MS OFFICE		<input type="button" value="▼"/>		
NEW		<input type="button" value="▼"/>		
APPLICATION SERVER		<input type="button" value="▼"/>		
<input type="text" value="800"/>				
PRIMARY ROLE OF THE SERVER FARM:				
CONCURRENT NUMBER OF USERS:				
(I.E. - NUMBER OF USERS ACTIVELY PROCESSING SIMULTANEOUSLY ON THE SERVER FARM)				
<input type="button" value="OK"/>		<input type="button" value="CANCEL"/>	<input type="button" value="APPLY"/>	<input type="button" value="HELP"/>
READY		<input type="button" value="CAPS"/>	11/6/2000	11:41AM

FIG. 10B

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR	
FILE	EDIT
VIEW	WINDOW
HELP	X
SERVER FARM FOR LOS ANGELES	
DESCRIPTION	FEATURES/CAPABILITIES
FEATURE/CAPABILITY OPTIONS FOR THE SERVER FARM	
IF ANY OF THE FOLLOWING OPTIONS ARE CHECKED, THE CITRIX METAFRAME ADD-ON WILL BE REQUIRED.	
PLEASE CHECK ALL FEATURES/CAPABILITIES THAT ARE NEEDED:	
<input type="checkbox"/> CLIENT ENHANCEMENTS - TAPI SUPPORT <input type="checkbox"/> CLIENT ENVIRONMENT SUPPORT - DOS <input type="checkbox"/> CLIENT ENVIRONMENT SUPPORT - JAVA <input type="checkbox"/> CLIENT ENVIRONMENT SUPPORT - MACINTOSH <input type="checkbox"/> CLIENT ENVIRONMENT SUPPORT - UNIX	
<input type="button" value="OK"/> <input type="button" value="CANCEL"/> <input type="button" value="APPLY"/> <input type="button" value="HELP"/>	
READY	CAPS   11/6/2000   11:41AM

FIG. 11

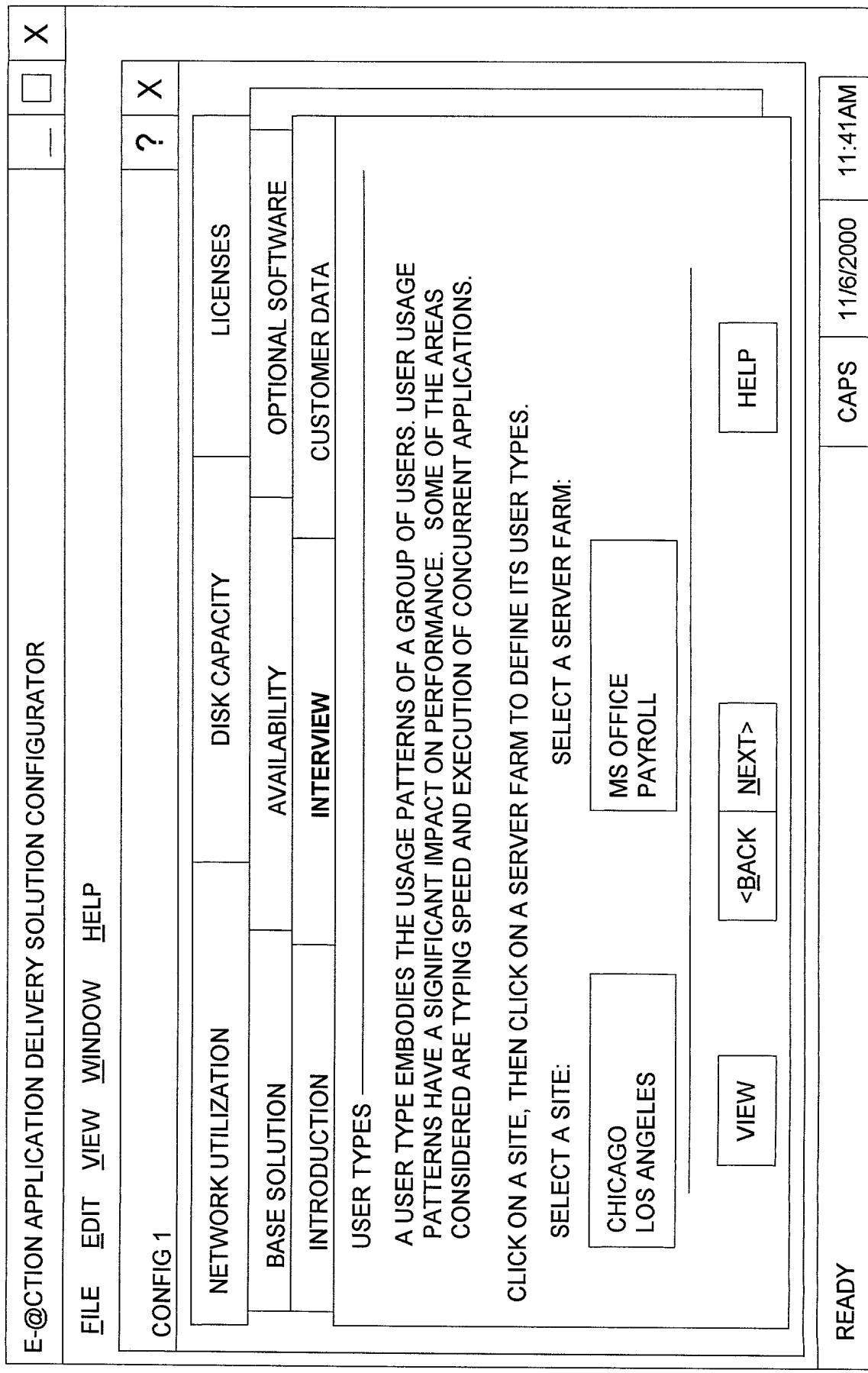


FIG. 12

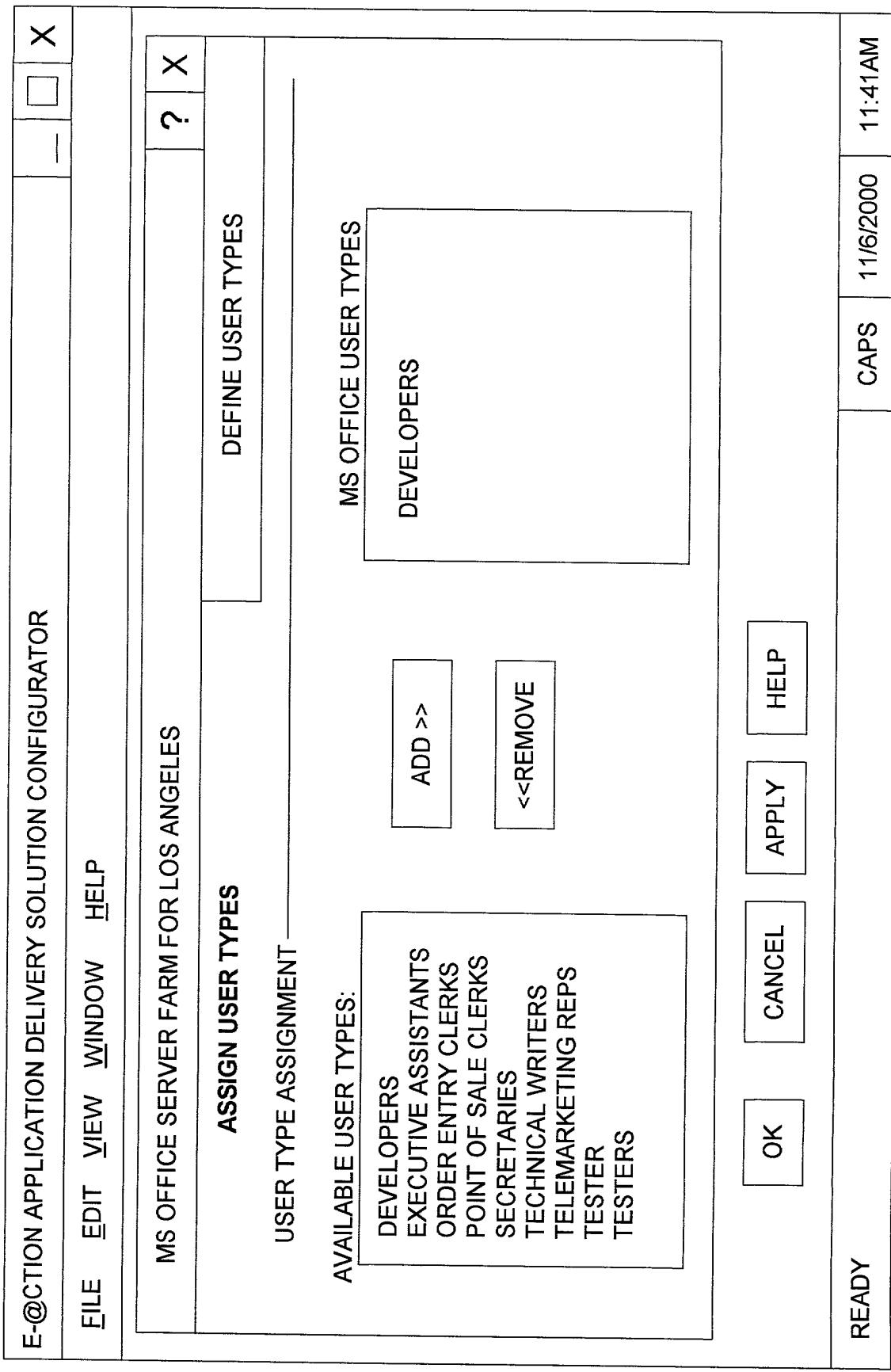


FIG. 13

MS OFFICE SERVER FARM FOR LOS ANGELES

X

ASSIGN USER TYPES

USER TYPE DEFINITION

ENTER OR SELECT USER TYPE NAME:  MANAGERS ▶

PLEASE SELECT A TYPING SPEED OPTION THAT BEST DESCRIBES YOUR USER TYPE:

TYPING SPEED OPTIONS

NOT SIGNIFICANT

AVERAGE TYPING SPEED 35 - 40 WPM

AVERAGE TYPING SPEED 45 - 50 WPM

GREATER THAN 50 WPM

LOGON

LOGONS MOSTLY DONE AT ONE TIME

LOGONS EVENLY DISTRIBUTED THROUGHOUT THE DAY

PRINTING

NONE

LIGHT

MODERATE

HEAVY

RUNNING APPLICATIONS

GENERALLY RUNS ONLY ONE LINE-OF-BUSINESS (LOB) APPLICATION

IN AND OUT OF APPLICATIONS QUICKLY

MORE EXTENSIVE ACTIVITY - GENERALLY KEEPS APPLICATIONS OPENED AFTER USE

OK

CANCEL

APPLY

HELP

FIG. 14

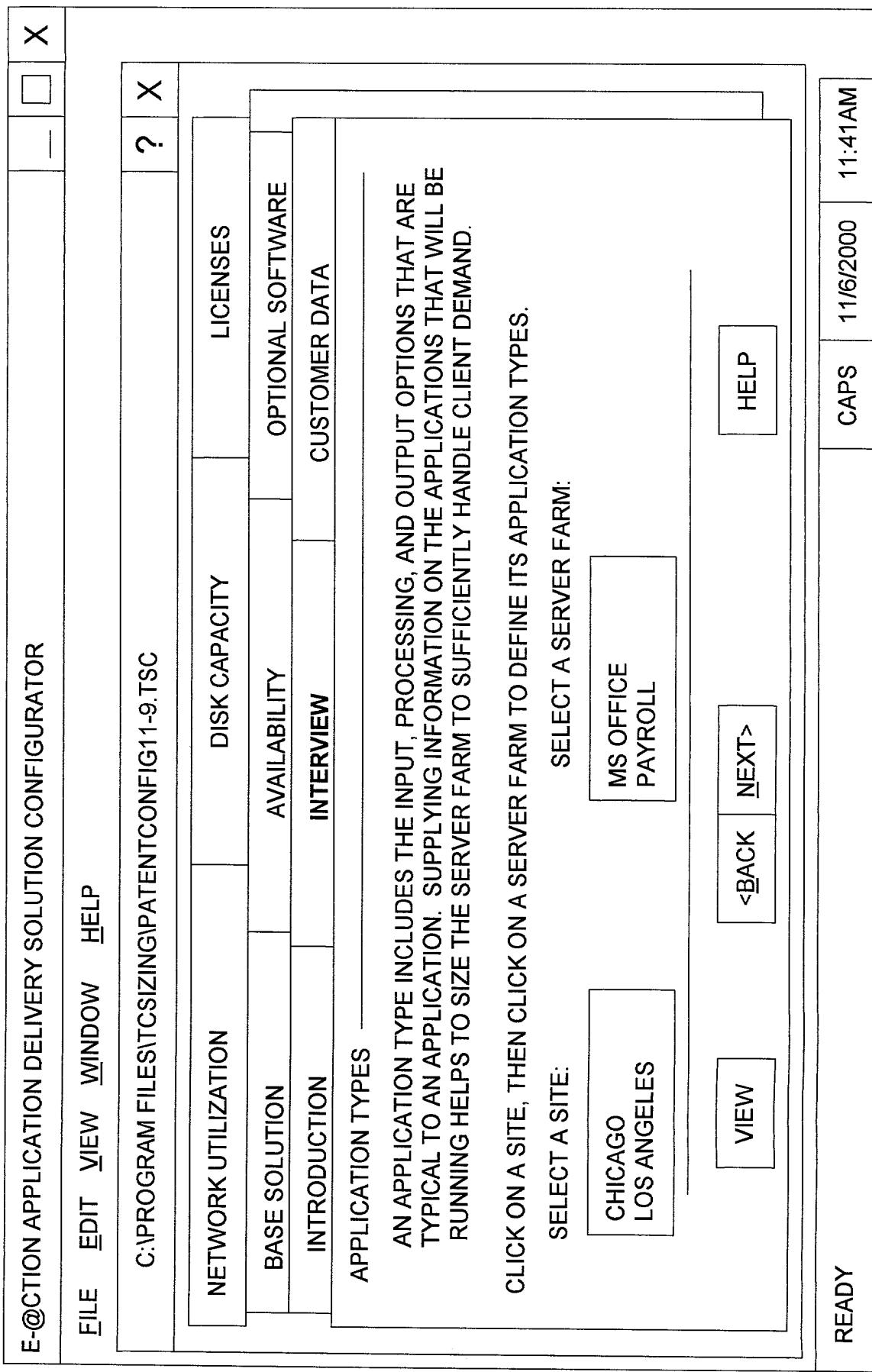


FIG. 15

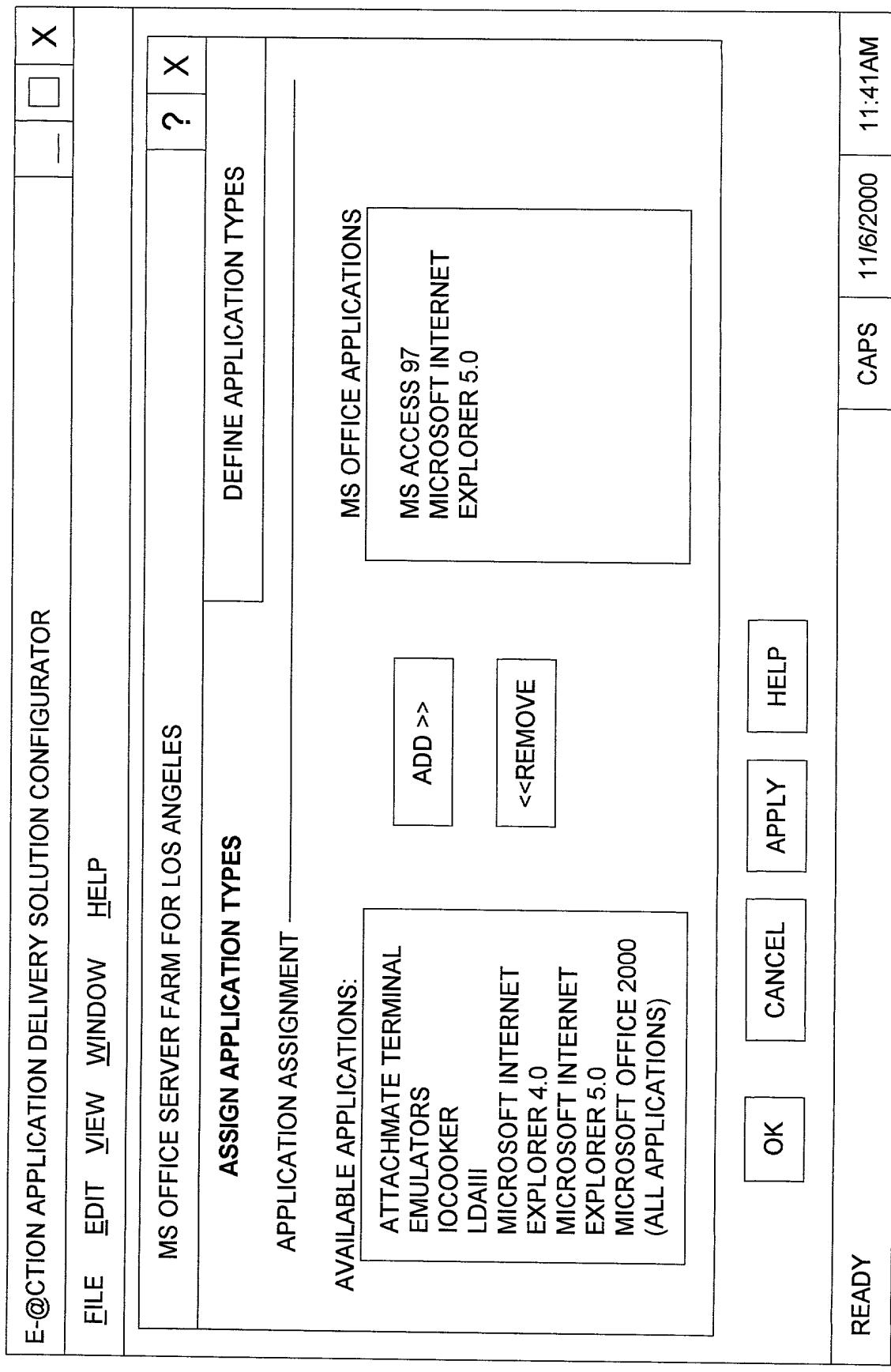


FIG. 16

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		—		<input type="checkbox"/>	<input checked="" type="checkbox"/>	X
FILE	EDIT	VIEW	WINDOW	HELP		
MS OFFICE SERVER FARM FOR LOS ANGELES						
ASSIGN APPLICATION TYPES				? X		
APPLICATION DEFINITION				DEFINE APPLICATION TYPES		
ENTER OR SELECT APPLICATION NAME:				MS ACCESS 97 ▶		
DISK SPACE REQUIRED FOR INSTALLATION:				40	MB	
MEMORY REQUIRED BY APPLICATION:				8	MB	
— PLEASE SELECT ONE OF THE FOLLOWING ENVIRONMENT OPTIONS —						
<input checked="" type="radio"/> 32-BIT APPLICATION <input type="radio"/> 16-BIT APPLICATION <input type="checkbox"/> MS-DOS APPLICATION <input type="button" value="DETAILS&gt;&gt;"/>						
				<input type="button" value="OK"/>	<input type="button" value="CANCEL"/>	<input type="button" value="APPLY"/>
				<input type="button" value="HELP"/>		
READY				CAPS	11/6/2000	11:41AM

F/G. 17A

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		<input type="checkbox"/> X														
FILE	EDIT	VIEW	WINDOW	HELP												
MS OFFICE SERVER FARM FOR LOS ANGELES																
ASSIGN APPLICATION TYPES			<input type="checkbox"/> ? <input type="checkbox"/> X													
<p>PLEASE SELECT AN OPTION FROM EACH OF THE FOLLOWING CATEGORIES THAT BEST REFLECT THE APPLICATION'S USAGE.</p> <table border="1"> <tr> <td><input type="checkbox"/> APPLICATION INPUT</td> <td><input type="checkbox"/> APPLICATION PROCESSING</td> <td><input type="checkbox"/> APPLICATION OUTPUT</td> </tr> <tr> <td><input checked="" type="radio"/> GUI-BASED</td> <td><input type="radio"/> LIGHT BACKGROUND PROCESSING</td> <td><input type="radio"/> MOSTLY TEXT-BASED</td> </tr> <tr> <td><input type="radio"/> MOSTLY TEXT-BASED</td> <td><input type="radio"/> HEAVY BACKGROUND PROCESSING</td> <td><input type="radio"/> GRAPHIC-BASED</td> </tr> <tr> <td></td> <td></td> <td><input type="radio"/> ANIMATED GRAPHIC-BASED</td> </tr> </table>					<input type="checkbox"/> APPLICATION INPUT	<input type="checkbox"/> APPLICATION PROCESSING	<input type="checkbox"/> APPLICATION OUTPUT	<input checked="" type="radio"/> GUI-BASED	<input type="radio"/> LIGHT BACKGROUND PROCESSING	<input type="radio"/> MOSTLY TEXT-BASED	<input type="radio"/> MOSTLY TEXT-BASED	<input type="radio"/> HEAVY BACKGROUND PROCESSING	<input type="radio"/> GRAPHIC-BASED			<input type="radio"/> ANIMATED GRAPHIC-BASED
<input type="checkbox"/> APPLICATION INPUT	<input type="checkbox"/> APPLICATION PROCESSING	<input type="checkbox"/> APPLICATION OUTPUT														
<input checked="" type="radio"/> GUI-BASED	<input type="radio"/> LIGHT BACKGROUND PROCESSING	<input type="radio"/> MOSTLY TEXT-BASED														
<input type="radio"/> MOSTLY TEXT-BASED	<input type="radio"/> HEAVY BACKGROUND PROCESSING	<input type="radio"/> GRAPHIC-BASED														
		<input type="radio"/> ANIMATED GRAPHIC-BASED														
<table border="1"> <tr> <td><input type="checkbox"/> OK</td> <td><input type="checkbox"/> CANCEL</td> <td><input type="checkbox"/> APPLY</td> <td><input type="checkbox"/> HELP</td> </tr> </table>					<input type="checkbox"/> OK	<input type="checkbox"/> CANCEL	<input type="checkbox"/> APPLY	<input type="checkbox"/> HELP								
<input type="checkbox"/> OK	<input type="checkbox"/> CANCEL	<input type="checkbox"/> APPLY	<input type="checkbox"/> HELP													
READY																
		CAPS	11/6/2000	11:41AM												

FIG. 17B

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		<input type="checkbox"/> X	
FILE	EDIT	VIEW	WINDOW
HELP			
C:\PROGRAM FILES\TCSIZING\PATENTCONFIG11-9.TSC			
NETWORK UTILIZATION		DISK CAPACITY	LICENSES
BASE SOLUTION	AVAILABILITY	OPTIONAL SOFTWARE	
INTRODUCTION	INTERVIEW	CUSTOMER DATA	
USER TO APPLICATION RELATIONSHIPS			
THE NUMBER OF CONCURRENT USERS RUNNING AN APPLICATION AND THE TOTAL AMOUNT OF DISK SPACE REQUIRED FOR THE USERS OF AN APPLICATION MUST BE ALSO BE COLLECTED.			
CLICK ON A SITE, THEN CLICK ON A SERVER FARM TO DEFINE THIS INFORMATION.			
SELECT A SITE:			
<input type="checkbox"/> CHICAGO <input type="checkbox"/> LOS ANGELES		<input type="checkbox"/> VIEW <input type="checkbox"/> < BACK <input type="checkbox"/> NEXT > <input type="checkbox"/> HELP	
READY		CAPS	11/6/2000 11:41AM

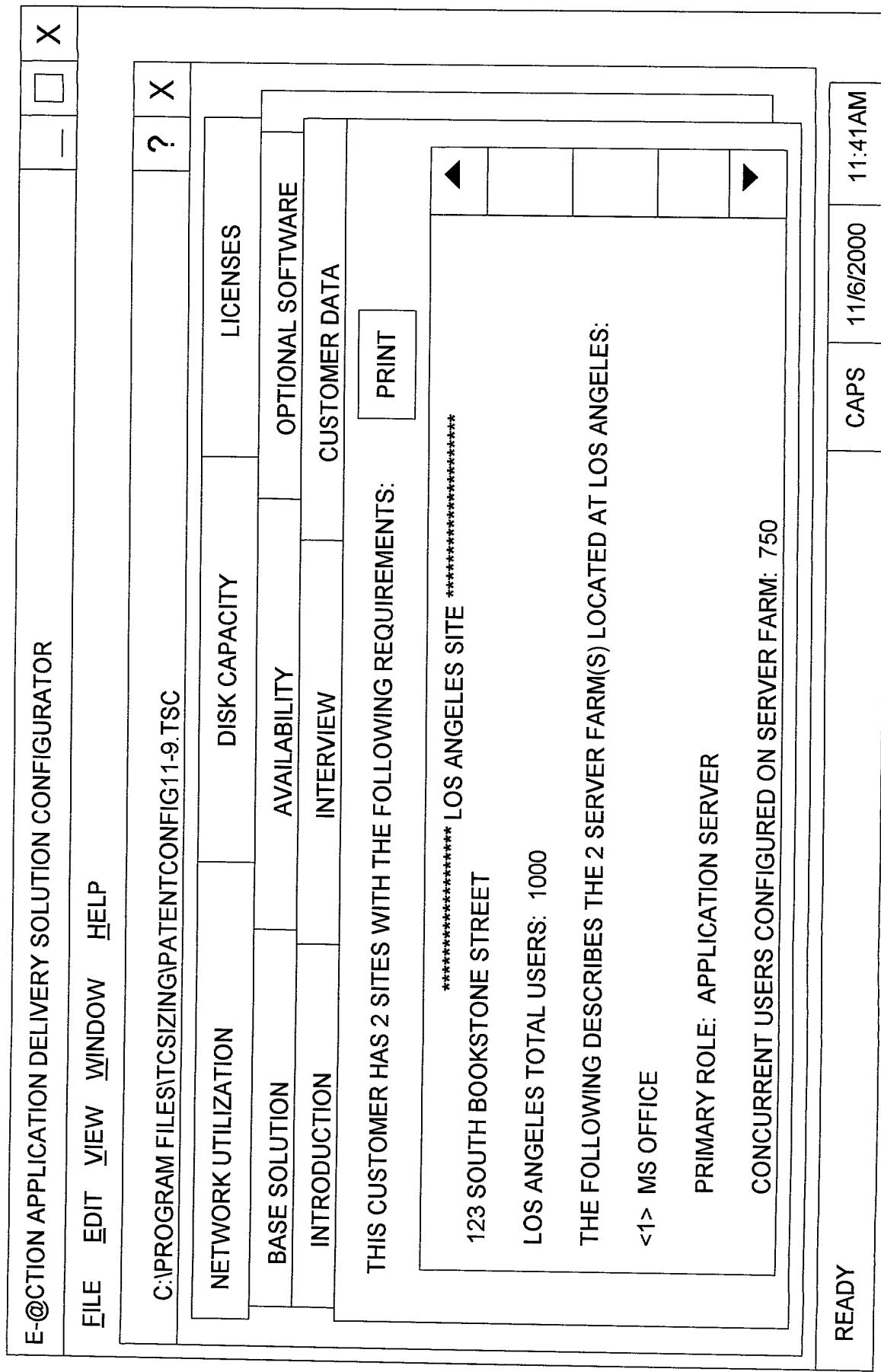
E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		<input type="checkbox"/> X													
FILE	<u>EDIT</u>	<u>VIEW</u>	<u>WINDOW</u> <u>HELP</u>												
MS OFFICE SERVER FARM FOR LOS ANGELES															
<b>CONCURRENT USERS</b>		<input type="checkbox"/> X													
CONCURRENT USER ASSIGNMENT															
<p>PLEASE DISTRIBUTE THE 750 CONCURRENT USERS ASSIGNED TO THE MS OFFICE SERVER FARM AMONG THE FOLLOWING APPLICATIONS AS A REPRESENTATION OF THE ACTIVE PROCESSING OCCURRING DURING AN OVERTIME PERIOD.</p> <table border="1"> <thead> <tr> <th></th> <th>DEVELOPERS</th> <th>SUPPORT PERSONNEL</th> </tr> </thead> <tbody> <tr> <td>MS ACCESS 97</td> <td>75</td> <td>300</td> </tr> <tr> <td>MICROSOFT INTERNET EXPLORER 5.0</td> <td>75</td> <td>300</td> </tr> <tr> <td colspan="3"> </td> </tr> </tbody> </table>					DEVELOPERS	SUPPORT PERSONNEL	MS ACCESS 97	75	300	MICROSOFT INTERNET EXPLORER 5.0	75	300			
	DEVELOPERS	SUPPORT PERSONNEL													
MS ACCESS 97	75	300													
MICROSOFT INTERNET EXPLORER 5.0	75	300													
<input type="checkbox"/> OK <input type="checkbox"/> CANCEL <input type="checkbox"/> APPLY <input type="checkbox"/> HELP															
READY															
		CAPS	11/6/2000 11:41AM												

FIG. 19

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR															
FILE	EDIT	VIEW	WINDOW												
HELP			<input type="checkbox"/> X												
MS OFFICE SERVER FARM FOR LOS ANGELES															
CONCURRENT USERS		DISK SPACE													
DISK SPACE ASSIGNMENT															
UNDER EACH USER TYPE, PLEASE ENTER THE TOTAL AMOUNT OF DISK SPACE REQUIRED IN MB FOR ALL USERS RUNNING EACH OF THE FOLLOWING APPLICATIONS.															
<table border="1"> <thead> <tr> <th></th> <th>DEVELOPERS</th> <th>SUPPORT PERSONNEL</th> </tr> </thead> <tbody> <tr> <td>MS ACCESS 97</td> <td>125</td> <td>500</td> </tr> <tr> <td>MICROSOFT INTERNET EXPLORER 5.0</td> <td>125</td> <td>500</td> </tr> <tr> <td colspan="3"> </td> </tr> </tbody> </table>					DEVELOPERS	SUPPORT PERSONNEL	MS ACCESS 97	125	500	MICROSOFT INTERNET EXPLORER 5.0	125	500			
	DEVELOPERS	SUPPORT PERSONNEL													
MS ACCESS 97	125	500													
MICROSOFT INTERNET EXPLORER 5.0	125	500													
<input type="button"/> OK <input type="button"/> CANCEL <input type="button"/> APPLY <input type="button"/> HELP															
READY															
		CAPS	11/6/2000 11:41AM												

FIG. 20

FILE EDIT VIEW WINDOW HELP		— <input type="checkbox"/> X	
C:\PROGRAM FILES\TCSIZING\PATENTCONFIG11-9.TSC			
NETWORK UTILIZATION		DISK CAPACITY	
BASE SOLUTION		AVAILABILITY	
INTRODUCTION		INTERVIEW	
SIZING WIZARD		CUSTOMER DATA	
INTERVIEW CATEGORIES			
<p>CONGRATULATIONS! YOU HAVE JUST COMPLETED THE INTERVIEW PROCESS.</p> <p>ONCE YOU HAVE CLICKED FINISH, THE REMAINING TABS WILL THEN BE POPULATED WITH THE INFORMATION COLLECTED DURING THE INTERVIEW PROCESS AFTER IT HAS BEEN COMPILED WITH THE CURRENT PERFORMANCE BENCHMARKING RESULTS.</p>			
<p><input checked="" type="checkbox"/> SITES</p> <p><input checked="" type="checkbox"/> SERVER FARMS</p> <p><input checked="" type="checkbox"/> USER TYPES</p> <p><input checked="" type="checkbox"/> APPLICATION TYPES</p>			
READY		<input type="checkbox"/> VIEW <input type="checkbox"/> <BACK <input type="checkbox"/> NEXT> <input type="checkbox"/> HELP	
READY		CAPS	11/6/2000 11:41AM



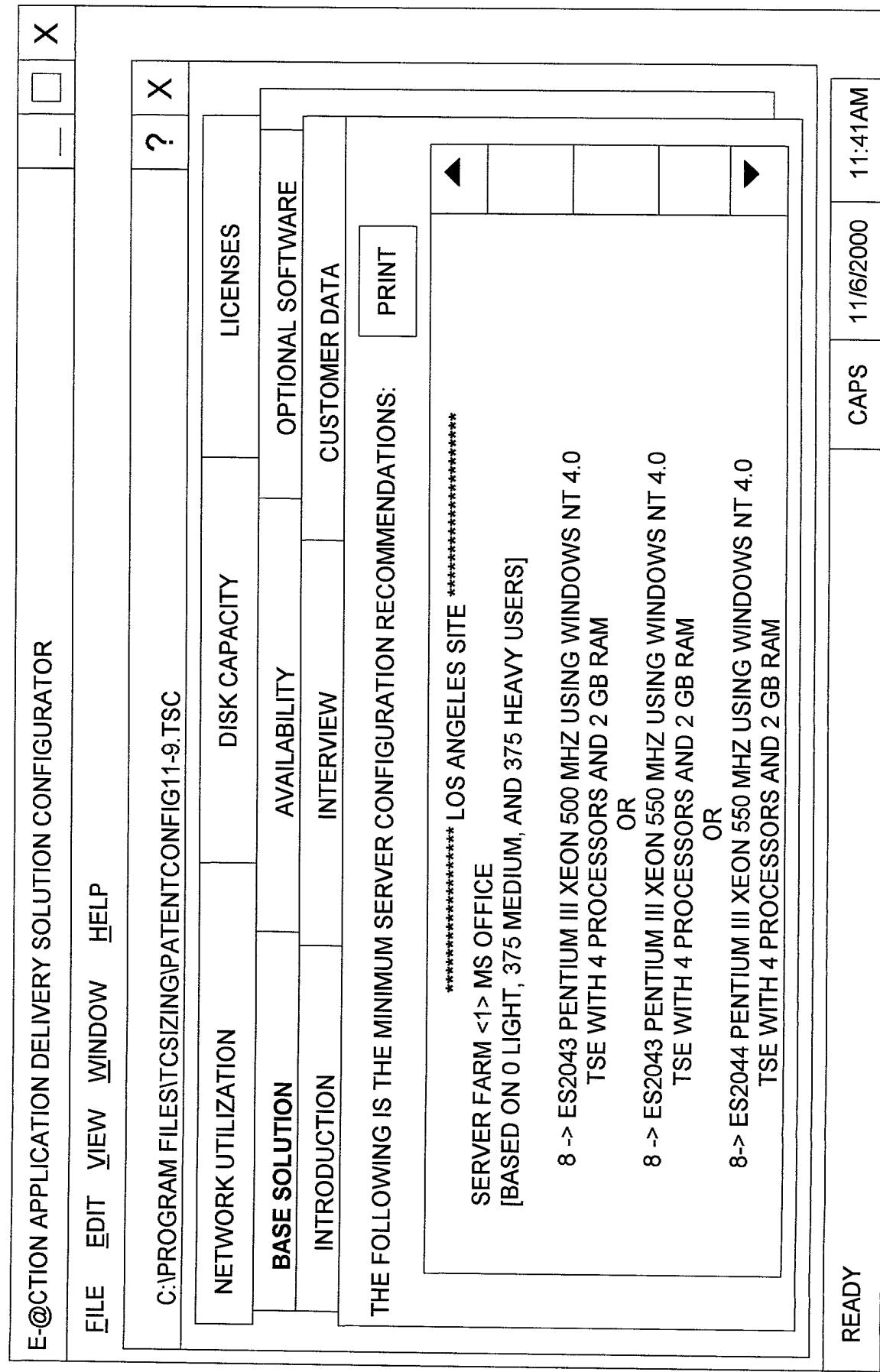


FIG. 23

E-@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		<input type="checkbox"/> <input checked="" type="checkbox"/> X	
FILE	EDIT	VIEW	WINDOW
HELP			
C:\PROGRAM FILES\TCSIZING\PATENT\CONFIG11-9.TSC			
NETWORK UTILIZATION		DISK CAPACITY	
BASE SOLUTION		OPTIONAL SOFTWARE	
INTRODUCTION		LICENSES	
AVAILABILITY		CUSTOMER DATA	
CALCULATOR			
AVAILABILITY CALCULATOR			
SITE: LOS ANGELES <input type="button" value="▼"/>		SERVER FARM: MS OFFICE <input type="button" value="▼"/>	
SERVER: ES2044 (550 MHZ) PENTIUM III XEON WITH R PROCESSORS AND WINDOWS NT <input type="button" value="▼"/>			
SCENARIO		1	2
ADJUSTED CONCURRENT NUMBER OF USERS		626	626
SYSTEM REPAIR TIME (HOURS)		6	6
REDUNDANCY FACTOR (%)		25	20
ESTIMATED NUMBER OF SERVERS		10	9
ESTIMATED PEAK NUMBER OF USERS		880	792
READY		CAPS	11/6/2000 11:41AM

FIG. 24A

E@CTION APPLICATION DELIVERY SOLUTION CONFIGURATOR		—		<input type="checkbox"/>	X																														
FILE	EDIT	VIEW	WINDOW	HELP																															
C:\PROGRAM FILES\TCSIZING\PATENTCONFIG11-9.TSC																																			
NETWORK UTILIZATION		DISK CAPACITY		LICENSES																															
BASE SOLUTION		AVAILABILITY		OPTIONAL SOFTWARE																															
INTRODUCTION		INTERVIEW		CUSTOMER DATA																															
AVAILABILITY CALCULATOR																																			
SITE:	LOS ANGELES	▼	SERVER FARM:	MS OFFICE	▼																														
SERVER:	ES2044 (550 MHZ) PENTIUM III XEON WITH R PROCESSORS AND WINDOWS NT																																		
<table border="1"> <thead> <tr> <th>SCENARIO</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>ESTIMATE</th> </tr> </thead> <tbody> <tr> <td>ESTIMATED NUMBER OF REDUNDANT SERVERS</td> <td>2</td> <td>1</td> <td>1</td> <td>0</td> <td></td> </tr> <tr> <td>ESTIMATED SERVER FARM MTTF (HOURS)</td> <td>73,069</td> <td>3,616</td> <td>3,616</td> <td>150</td> <td>PRINT</td> </tr> <tr> <td>ESTIMATED AVAILABILITY (%)</td> <td>99.9918</td> <td>99.8341</td> <td>99.8341</td> <td>96</td> <td></td> </tr> <tr> <td>ESTIMATED DOWNTIME (HOURS/YEAR)</td> <td>0.72</td> <td>14.53</td> <td>14.53</td> <td>350.4</td> <td>RESET</td> </tr> </tbody> </table>						SCENARIO	1	2	3	4	ESTIMATE	ESTIMATED NUMBER OF REDUNDANT SERVERS	2	1	1	0		ESTIMATED SERVER FARM MTTF (HOURS)	73,069	3,616	3,616	150	PRINT	ESTIMATED AVAILABILITY (%)	99.9918	99.8341	99.8341	96		ESTIMATED DOWNTIME (HOURS/YEAR)	0.72	14.53	14.53	350.4	RESET
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ESTIMATED DOWNTIME (HOURS/YEAR)	0.72	14.53	14.53	350.4	RESET																														
READY				CAPS	11/6/2000 11:41AM																														

FIG. 24B

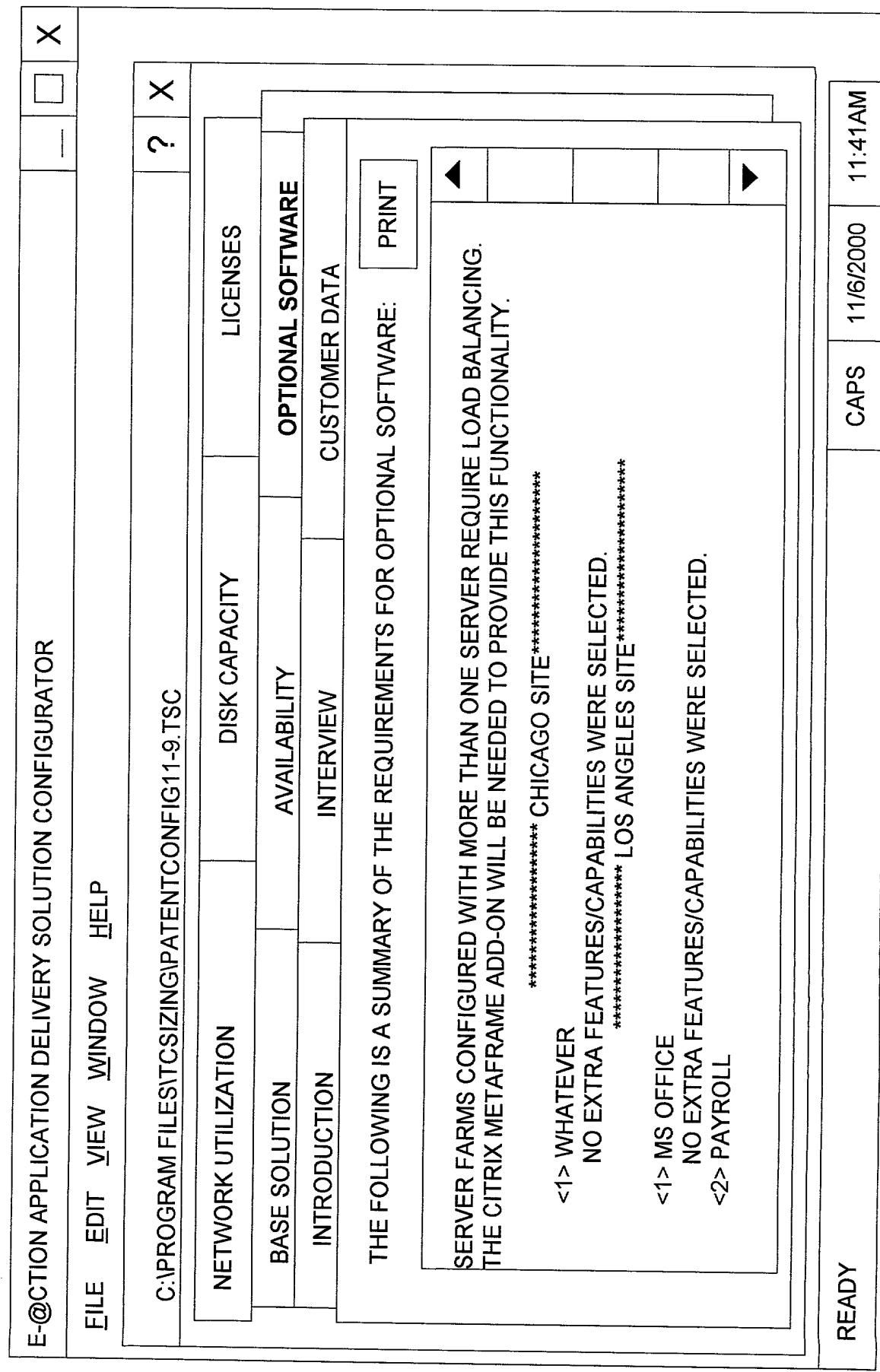


FIG. 25

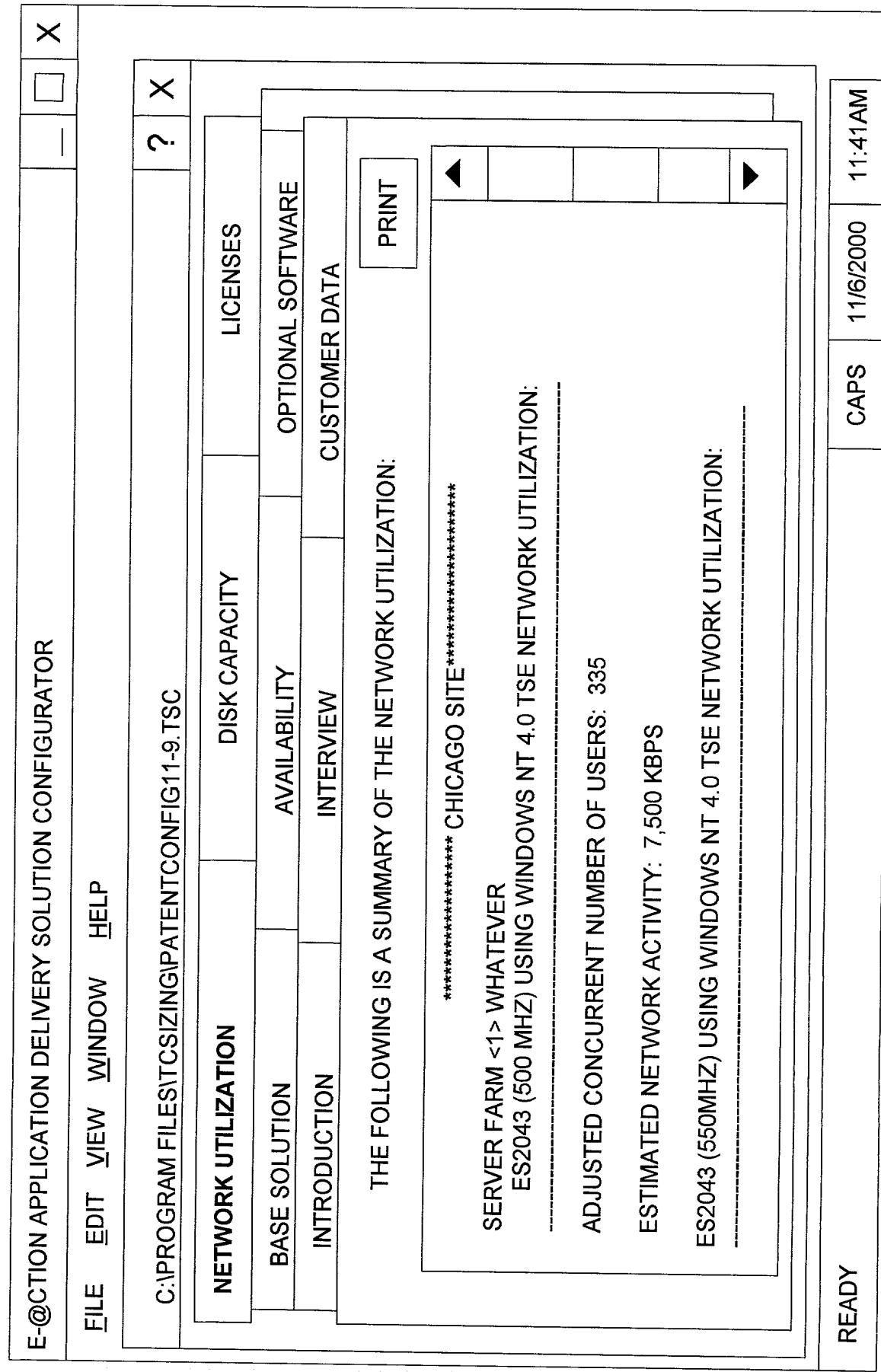


FIG. 26

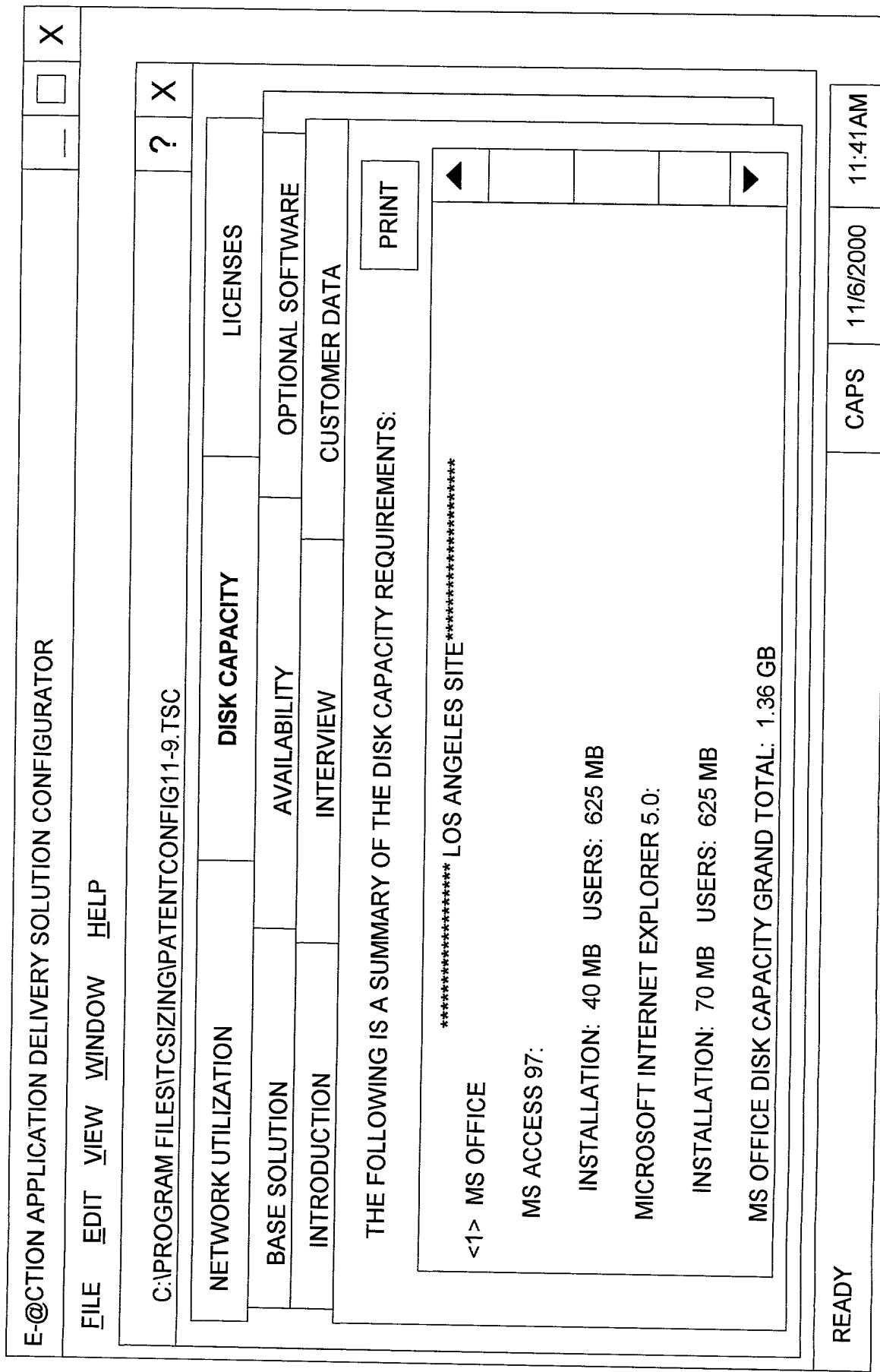


FIG. 27

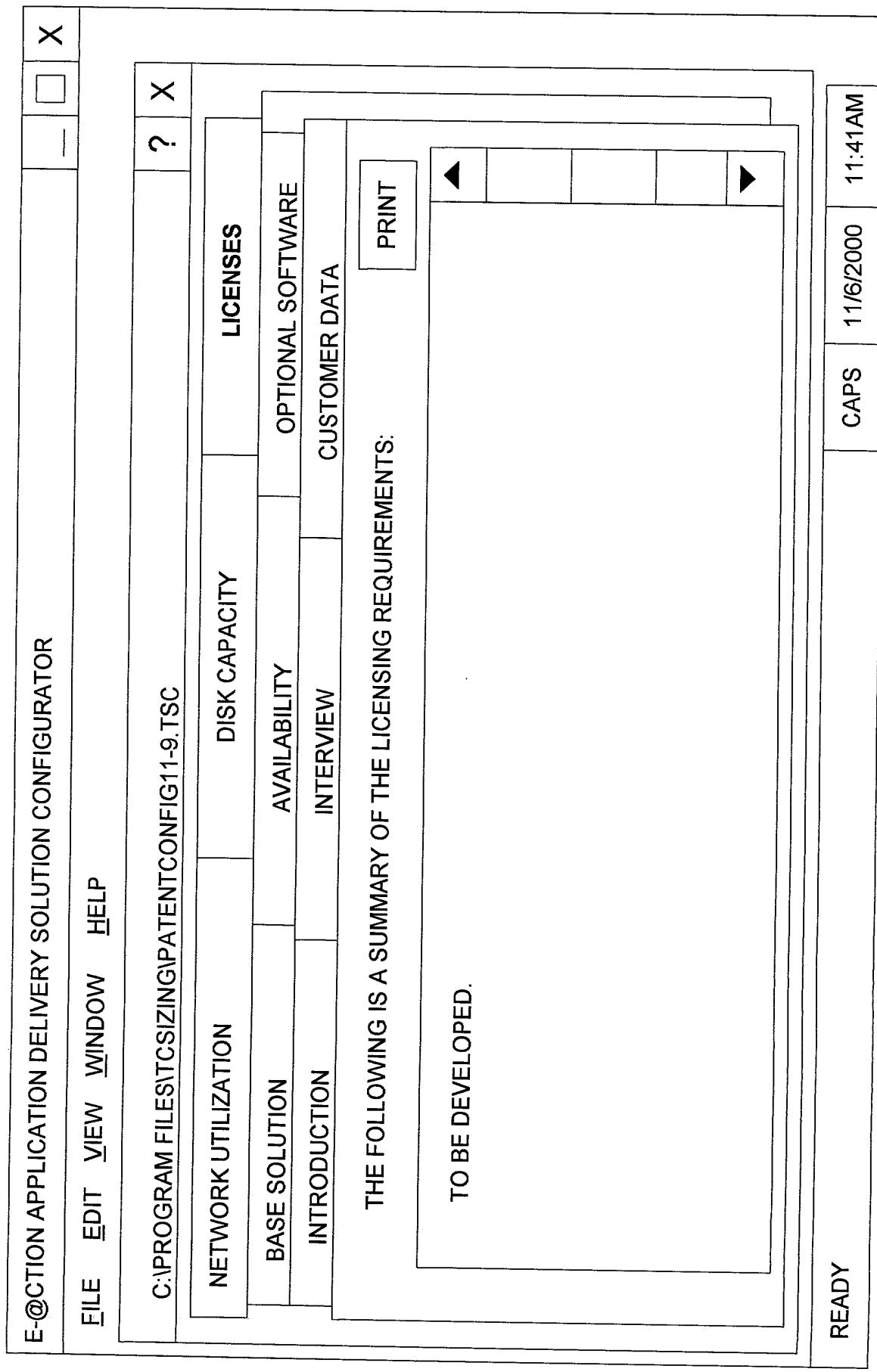


FIG. 28